



THE COMMONWEALTH OF MASSACHUSETTS

**DEPARTMENT OF
TELECOMMUNICATIONS & ENERGY**

ONE SOUTH STATION

BOSTON, MA 02110
(617) 305-3500

MITT ROMNEY
GOVERNOR

KERRY HEALEY
LIEUTENANT GOVERNOR

JUDITH F. JUDSON
CHAIRMAN

JAMES CONNELLY
COMMISSIONER

W. ROBERT KEATING
COMMISSIONER

BRIAN PAUL GOLDEN
COMMISSIONER

September 13, 2006

By Electronic and First Class Mail

John K. Habib, Esq.
Keegan Werlin LLP
265 Franklin Street
Boston, MA 02110

Re: Commonwealth Electric Company, D.T.E. 06-19

Dear Mr. Habib:

Enclosed is the third set of information requests by the Department of Telecommunications and Energy ("Department") to Commonwealth Electric Company regarding the above-captioned matter. Please submit copies of the Company's responses to the information requests to the Department by 5:00 p.m., September 22, 2006.

Should you have any questions please contact me at (617) 305-3624. Thank you for your prompt attention to this matter.

Sincerely,

/s/

John Keene
Hearing Officer

Enc.

cc: Service List
Mary Cottrell, Secretary

THIRD SET OF INFORMATION REQUEST OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO
COMMONWEALTH ELECTRIC COMPANY

Pursuant to 220 C.M.R. 1.06(6)(c), the Department of Telecommunications and Energy (“Department”) hereby submits to Commonwealth Electric Company (“Commonwealth” or “Company”) the following information request(s) with respect to the March 1, 2005 Service Quality (“SQ”) Report, D.T.E. 06-19.

Requests

- DTE 3-1 Refer to the attached (electronic copy only) EXCEL file (CEC sumry w 2005 data ver 2.xls), worksheet labeled “data”. Please respond to questions reflected in columns I, N, S, U, X, Y, AH, AJ, AL, AN, AP, AR, BW, CK, CS, CW, DF, DZ, FD, FG, FI, FK, FM, FO, and GJ. Upon completion please return an updated electronic EXCEL spreadsheet (formulas included).
- DTE 3-2 In the current Annual Service Quality Plan Performance Report, Section 2.II.A.1 the Company states: “... The deadband for this measure for each NSTAR Electric and NSTAR Gas company will be calculated by determining the standard deviation associated with the Company’s 5-year historical performance for this measure and applying it to the benchmark of 80 percent of calls answered within 30 seconds.” Please identify if the “5 year historical performance” was reflected in the DTE 05-85 Settlement, and provide appropriate cite(s). If not, explain the company’s rational for selecting this period.
- DTE 3-3 On Schedule 1, page 1 of 2, the Company identified that 2005 performance observation for “% Calls Answered” was 79.14. Footnote 2 on that page states this statistic is based on “calls handled within 30 seconds, includes abandoned calls.” On Schedule 1, page 2 of 2, the Company provides the 1997 through 2004 yearly statistics for this measure. Footnote 2 on this page again identifies that these statistics are based on “calls handled within 30 seconds, includes abandoned calls.” Please confirm that each footnote is accurate. If the footnote is not accurate then identify for each year (1997 through 2005) what these individual yearly statistics for this measure would be if based on calls handled within 30 seconds, including abandoned calls.
- DTE 3-4 Please provide an updated Appendix 12 with 10 years of Percent Calls Answered, where the statistics reflect calls handled within 30 seconds, including abandoned calls.

September 13, 2006